

Notice of References Cited	Application/Control No. 10/652,139		Applicant(s)/Patent Under Reexamination TROYER ET AL.	
	Examiner Thomas Mansfield		Art Unit 3623	Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-2003/0111525	06-2003	Sweeney et al.	235/376
*	B	US-6,952,679	10-2005	Pulford, Sondra	705/7
*	C	US-6,804,589	10-2004	Foxford et al.	701/29
*	D	US-2002/0188479	12-2002	Renwick et al.	705/4
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Harvey, "Service quality: a tutorial", Journal of Operations Management 16 (1998) 583-597
	V	Stewart et al, "Professional service quality", Journal of Retailing and Consumer Services, Vol. 5, No. 4, pp. 209-222, 1998
	W	
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.